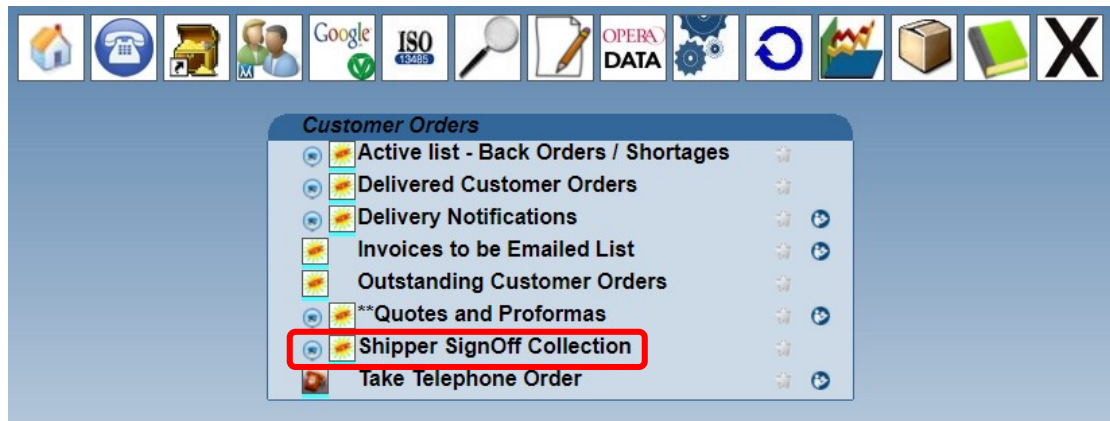# VM3COP20.26 - Sending Delivery Notifications

Shippers Have Collected

Before shipping notifications can be sent, shipments need to be moved from the "Shippers Have Collected" list.

This list can be found from IntraStats, click on the "Opera Data" icon and click on "Shipper SignOff Collection".

In this list you will find all shipments which have been invoiced and are awaiting collection by our couriers.

You can move all shipments for Royal Mail or UPS.

NOTE: Only move shipments for other couriers when confirmation is received from goods out that the shipment has been collected. Any shipments which have been there for a few days need to be chased with goods out.

By clicking the "Delivery has been picked up by ***", moves the shipment to the "Sending Delivery Notifications" page.

Sending Delivery Notifications

From IntraStats, click on the "Opera Data" icon and click on "Delivery Notifications".
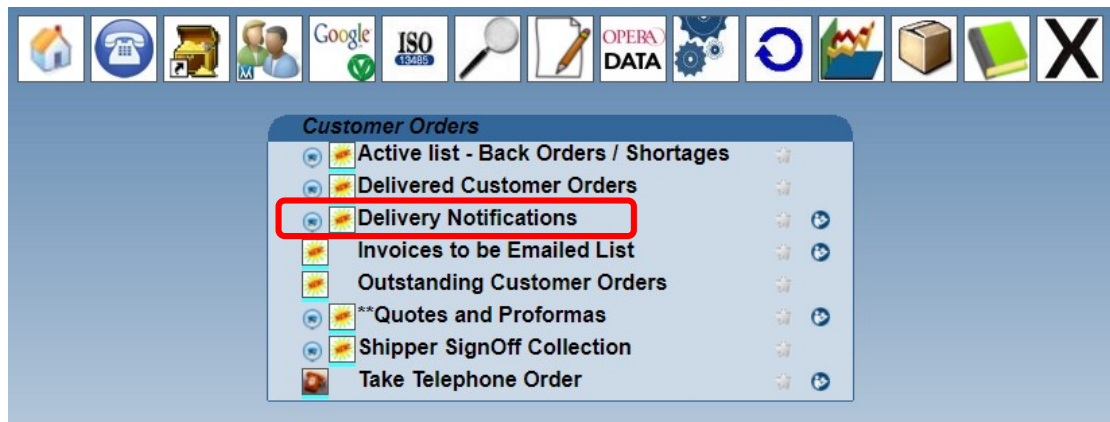
Select the Host Company "Viamed Ltd."

You will be presented with a list of orders which have been shipped.

 Locate orders with a tracking number and associated email address, download copies of the delivery note and invoice by clicking the arrow button to the left of the references.

Click "Email".

Note: Should you receive a blank screen when clicking this link, you may not have the relevant extension in your browser. If using Google Chrome please add the following extension and refresh the Shipping page before attempting again.

Google Chrome Mail to Extension:
https://chrome.google.com/webstore/detail/mailto-for-gmail/dgkkmcknielgdhebimdnfahpipajcpjn?hl=en-GB

Gmail will open and prepare an email for you. Ensure the courier is inserted in the subject line, add if not.

Check all details carefully and personalise where required.

Attach copies of delivery note and invoice – do not send invoices to UK hospitals, just delivery notes.

Copy and paste the signature from your Gmail account and insert at the bottom, when the email has been prepared, click "Send".

Return to the Delivery Notifications screen and click "Remove from List" next to the appropriate order. This order will then be removed from the screen.

Orders without email addresses

For orders where there is not an email address, one must be located. These are often found on purchase orders, you will need to locate this by searching the delivery note, invoice number or customer reference in the search bar at the top right of your Intrastats screen.

Click the "Original Details" green button and locate the customer order in the "Customer Order PDF" section.

Once the email address has been located, click on the search dropdown and select "Contacts" and input the company or contacts name into the box.

Click on the correct account name or CID number. The company highlighted in green is the one which has been used most recently.

Click on the contact's name.

Click the edit details icon.

Locate the "Primary Email" field and enter the email address.

If any further information is written on the purchase order, such as a direct telephone number, enter these details. Click "Update" to save.

Return to the "Delivery Notifications" page and follow the steps at the beginning of this document.

VST and HumanMed Delivery Notifications

For VST and HumanMed delivery notifications, proceed as with Viamed but select the relevant host company. Ensure when sending the email, that you change the email address from which you are sending.

To do this, when Gmail opens, click on the recipients email address, the "To:" and "From:" fields will be visible.
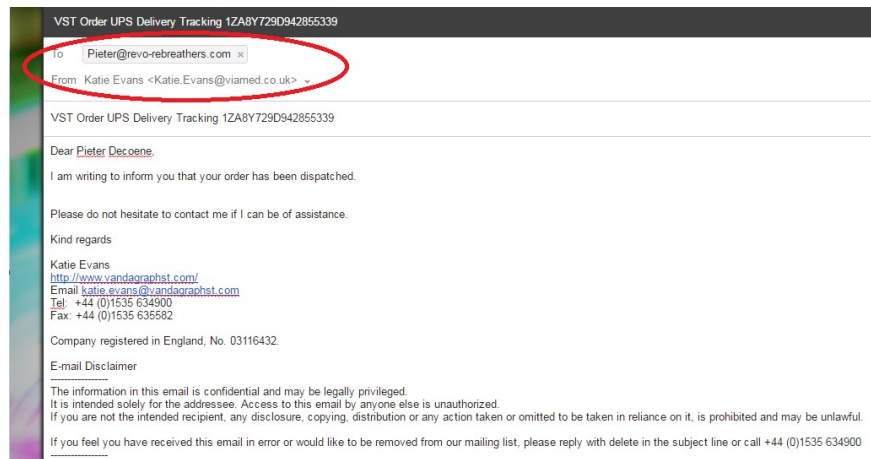
Click on the downward arrow next to your email address and select your VST or HumanMed email address. If you do not have these options, speak to Derek Lamb.
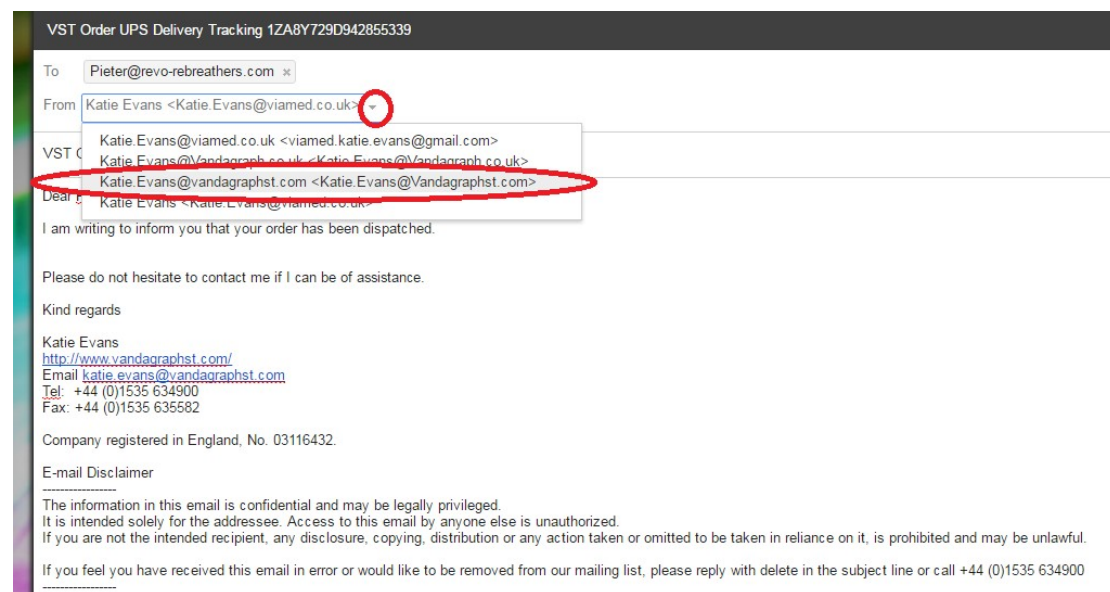
Ensure you have inserted your VST / HumanMed signature and proceed as per above Viamed procedure.